

What is claimed is:

- pur A1* 1. A method for routing contacts in a contact center, comprising:  
evaluating a collection of one or more items of a customer to identify at least one of  
(a) at least one item in the collection and (b) a value of at least one item in the collection; and  
routing a contact of the customer to at least one of a working agent and queue in the  
contact center based on the at least one of an item in the collection and the value.
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2. The method of Claim 1, wherein the collection is an electronic order accessed  
via a network by a computational component associated with the contact center.
3. The method of Claim 2, wherein the computational component is an applet.
4. The method of Claim 1, further comprising:  
providing the customer with at least one web page that describes the at least one item  
and wherein the routing step follows a step of clicking on an icon on the at least one web  
page.
5. The method of Claim 1, further comprising:  
comparing the at least one (a) and (b) with predetermined information to determine  
the destination of the routing step.

6. The method of Claim 5, wherein at least one item in the collection is compared with a list of items to determine the destination of the routing step.
7. The method of Claim 5, wherein the value is compared with a predetermined value to determine the destination of the routing step.
8. The method of Claim 1, wherein the routing step further considers at least one of the following: the identity of the customer, a file address associated with the customer, the historical business relationship with the customer, and an estimated business value of the customer.
9. The method of Claim 1, wherein the customer has accessed the contact center via a network and the evaluating step includes the step of evaluating the value and nature of the at least one item in a shopping cart, wish cart, or wish list.

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10. A system for servicing contacts in a contact center, comprising:  
evaluating means for evaluating a collection of one or more items of a customer to  
determine at least one of (a) at least one item in the collection and (b) a value of at least one  
item in the collection; and

5 routing means for routing a contact of the customer to at least one of a working agent  
and queue in the contact center based on the at least one of (a) and (b).

11. The system of Claim 10, wherein the collection is an electronic order accessed  
via a network by a computational component associated with the contact center.

12. The system of Claim 11, wherein the computational component is an applet.

13. The system of Claim 10, further comprising:  
providing means for providing the customer with at least one web page that describes  
the at least one item and wherein the routing means receives a signal in response to the  
customer's clicking on an icon on the at least one web page.

14. The system of Claim 10, further comprising:  
comparing means for comparing the at least one of (a) and (b) with predetermined  
information to determine the objective of the routing means.

DRAFT - 10 - 2000

15. The system of Claim 14, wherein the comparing means compares at least one item in the collection with a list of items to determine the objective of the routing means.

16. The system of Claim 13, wherein the comparing means compares a value of at least one item in the collection with a predetermined value to determine the objective of the routing means.

17. The system of Claim 10, wherein the evaluating means evaluates the value and nature of the one or more items and the evaluating means is a computational component that is networked with a second computational component operated by the customer.

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18. A system for servicing contacts in a contact center, comprising:  
an evaluator for evaluating a collection of one or more items of a customer to  
determine at least one of (a) at least one item in the collection and (b) a value of at least one  
item in the collection;  
5 a router for routing a contact of the customer to at least one of a working agent and  
queue in the contact center based on the at least one of (a) and (b).

19. The system of Claim 18, wherein the collection is an electronic order accessed  
via a network via a computational component associated with a contact center.

20. The system of Claim 19, wherein the computational component is an applet.  
  
21. The system of Claim 18, further comprising:  
a web server for providing the customer with at least one web page that describes the  
at least one item and wherein the router receives a signal in response to the customer's  
clicking on an icon on the at least one web page.

22. The system of Claim 18, further comprising:  
a comparer for comparing at least one of (a) and (b) with predetermined information  
to determine the destination of the router.

23. The system of Claim 22, wherein the comparer compares at least one item in the collection with a list of items to determine the destination of the router.
24. The system of Claim 22, wherein the comparer compares a value of at least one item in the collection with a predetermined value to determine the destination of the router.
25. The system of Claim 18, wherein the evaluator evaluates the value and nature of the one or more items and the evaluator is a computational component networked with a second computational component operated by the customer.

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